

Appointment Standardization Operational Definitions for Patient Access Types

The following patient access types are no longer actually beneficiary priorities but rather represent the act of reserving an appointment for the specific group of beneficiaries indicated in the operational definition.

1. Active Duty – Uniformed Services Personnel (regardless of where or whether they are enrolled), guard and reserve on active duty, NATO, and other status of forces agreement active duty members are the only patients permitted to be booked for appointments reserved for this access type. The intent of this type is to allow sites to ensure access for any Active Duty member to the MTF for care that is appropriate for that type of beneficiary.
2. Prime – Family members of Uniformed Services Personnel, retirees, retiree family members, and TRICARE Senior Prime, who are enrolled in TRICARE to any local or remote MTF, are the only patients permitted to be booked for appointments reserved by this access type. This group also includes enrollees with contractor PCMs. This group does not include NATO family members and enrollees to the Uniformed Services Family Health Plan (USFHP), except by specific authorization. The intent of this type is to allow sites to ensure access for any Non-Active Duty TRICARE Prime enrollee to care that is appropriate for that type of beneficiary.
3. Graduate Medical Education – Any interesting case designated by local directive as reserved for the training of Graduate Medical Education staff. The clinic will usually book appointments for these patients.
4. No Active Duty – Uniformed Services Personnel (regardless of where or whether they are enrolled), guard and reserve on active duty, NATO family members, USFHP enrollees (except by specific authorization), Secretarial Designees, and other status of forces agreement active duty members may not be booked into this slot. Anyone else may be booked into this slot, including TRICARE Standard, TRICARE Extra, and Uniformed Services family members, retirees, retiree family members and TRICARE Senior Prime enrollees. This access type is intended to support the region's need to reserve slots for resource sharing providers whose contracts specify that they may not treat Active Duty.
5. No Prime – Non-active duty Prime enrollees from the local MTF or remote MTF's may not be booked into this slot including TRICARE Senior Prime. Contractor enrollees are considered Prime in this category. By exception Active Duty may be booked to these appointments. All other beneficiaries, including Medicare patients, TRICARE Standard, NATO, NATO family members, Secretarial Designees, etc. may be booked to these appointments. The intent of this access type is to reserve appointments for Medicare, Space A, and other special needs patients and to support

the region's need to reserve slots for resource sharing providers whose contracts specify that they may not treat Prime patients.

6. No Active Duty, No Prime – TRICARE Standard, TRICARE Extra, Medicare, and other direct care only (Space A) beneficiaries may be booked to these appointments. This access type is primarily designed to reserve appointments for “at risk” patients who are contractor reliant. Secondly, this type also supports the contract revised financing requirement to capture non-enrollees who would otherwise go downtown, i.e. Medicare and Space A.
7. Special Programs - Beneficiaries enrolled in special local programs may be booked to these appointments. This access type is designed to assist sites to ensure that their special program access requirements can be met by appointing.